



NORTH OF  
**SUPERIOR**  
COUNSELLING PROGRAMS

Programmes de Counselling  
Nord du Supérieur



# Onward Courageously

2017-2018 ANNUAL REPORT

Healthy People • Resilient Families  
Vibrant Communities



## Service Area

Proudly governed, managed and delivered within the District of Thunder Bay since 1983, North of Superior Counselling Programs (NOSP) continues to be committed to being a leading provider of community-based mental health and addition services across the lifespan.

The NOSP Board, Management and Staff respectfully acknowledge the Robinson Superior Treaty Area and Treaty 9 that the NOSP Service Area falls within (District of Thunder Bay).

## Interesting Fact

With a 61,000 square Km area to serve, NOSP Staff traveled a total of 62,414 km and the Management Team traveled 40,527 km for a total of 102,951 Km's traveled by staff and management for the purposes of client sessions, meetings, supervision, community engagement sessions and training.







# WELCOME BIENVENUE BOOZHOO

The 2017-2018 fiscal year marked the final year of the 2014-2017 Strategic Plan. Over the last few years, the Strategic Plan has offered a vital navigation system through what had been referred to as the Perfect Storm of both internal and external system change and transformation.

As each year has passed, NOSP has continued to gain momentum building on the learning and development of the year before. It is with pride and excitement NOSP shares the achievements of the 2017-2018 fiscal year while also highlighting some key achievements related to the 2014-2017 strategic directions.

## NOSP Transformation Priorities

In the 2016-2017 fiscal year, NOSP worked with Birchbark Collaborative to help 'find focus in transformation'. Through extensive engagement with staff, community partners, clients and key stakeholders, NOSP identified three transformation priorities that will help inform decision making related to transformation opportunities:

- 1 That person-centered Mental Health and Addiction service delivery remains at the heart of all that the Agency undertakes
- 2 That Mental Health and Addiction services remain governed, managed, and administered from within the District of Thunder Bay
- 3 That Mental Health and Addiction services remain integrated in their delivery across the lifespan



## Vision

NOSP is a key partner in the support and empowerment of healthy people, resilient families, and vibrant communities within the NOSP service area.

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## Mission

NOSP supports the enhancement of overall well-being and living a good life.



## Core Functions

### *Providing Clinical Counselling/Mental Health Services*

Provision of community-based clinical and support services across the lifespan (infant, children, youth, families, adults and seniors) by providing therapeutic counselling, mental health services, community education.

### *Access to Specialized Services*

NOSP provides a link to a number of specialized services including, but not limited to, psychiatry.

### *Building Capacity*

Strengthening capacity of individuals, families, professionals, organizations, and communities to address mental health and addiction needs within the NOSP Service Area.

### *Supporting and Influencing District Voice*

To be a consistent, professional, and collectively strong voice that supports, and empowers healthy communities within the NOSP Service Area.

### *Stabilizing and Optimization of Overall Agency Operations*

To ensure and develop the overall capacity of the Agency, ensuring a solid foundation that will support long-term sustainability.



## Key Values

### *Person-Centered*

We put people first by being respectful, compassionate, supportive and caring.

### *Respect for Diversity*

We are committed to inclusion.

### *Professionalism*

We are committed to superior service, evidence-based practice and continuous learning.

### *Collaboration*

We are committed to building connections and working with all communities and partnering agencies/groups.

### *Transparency and Accountability*

We are open and responsible.

### *Innovation*

We welcome and support the creative exchange of ideas.

### *Safety and Accessibility*

We are committed to ensuring the provision of safe and accessible service delivery within a healthy work environment.





# NOSP services across the lifespan

## Children/ Youth & Families (0-17) Services

- Access Network Partner
- Brief Services (Walk-in Counselling Clinics)
- Counselling/ Therapy
- Family Care Giver Support
- Targeted Prevention
- Intensive Services
- Developmental Community Support Services/ Case Coordination
- Referrals to Specialized Services

## Adult (18 +) Services

- Mental Health Counselling & Case Management
- Substance Abuse Case Management & Counselling Support
- Rental Supplement/ Supportive Program
- Problem Gambling Community Support
- Referrals to Specialized Services
- Senior Volunteers in Service Friendly Visiting Program





NOSP is a non-profit community-based counselling agency dedicated to providing a broad system of mental health and addiction counselling and support services across the lifespan.

**With client-centered care at the core of all services, NOSP counsellors utilize a variety of counselling methods depending on their training and scope of practice. Some of the methods include, but are not limited to, Cognitive Behavioral Therapy, Dialectical Behavior Therapy, solution-focused single session, mindfulness, harm reduction, couples counselling, parenting, risk assessments and safety planning, motivational interviewing, validation therapy, and reminiscence therapy.**

### **2014-2017 Strategic Plan Success Highlight**

With regards to the Strategic Direction of "Service Excellence", NOSP has reviewed and streamlined client intake processes, policies and procedures, as well as introduced services such as the Walk-in Counselling Clinics to help improve access and reduce wait times.



## Board of Directors

District Representation

Diverse – Strong – Skilled Leadership

### Board Members

The NOSP Board of Directors ensures there is district wide representation as well as a strong and diverse skill set.



Armand Giguere, Chair  
**Greenstone**

With an education and background experience in Human Resources, Armand is a passionate volunteer and advocate for the District of Thunder Bay on other boards such as the Thunder Bay District Social Services Administration Board, Greenstone Public Library Board, Thunder Bay District Municipal League (Alternate), Kenogami Forest Enhanced Forestry Sustainable License (ESFL), and the Energy Task Force.



Adam Brown, Vice-Chair  
**Marathon**

With a professional designation of Chartered Professional Accountant and Master of Health Administration, Adam is currently the Chief Executive Officer of the North of Superior Healthcare Group bringing experience and value from both a business and health care perspective.



The composition and structure of the NOSP Board of Directors are defined by the Bylaws and Board Policies of the agency, and allow for representation from each of NOSP's main communities. To ensure representation and a voice from the different areas and groups of the expansive NOSP Service Area, the NOSP Board optimizes on the access and use of technology to conduct business.



Lise Koroscil, Treasurer  
**Francophone**

Lise brings a wealth of experience and expertise from management, finance and municipality perspective rooted from her 21 years as District Clerk at Trans Canada Pipelines and while holding a position as Office Manager for the Municipality of Greenstone and past member of the Association of Municipal Clerks and Treasurers of Ontario.



Don Plumridge, Director  
**Armstrong**

Informing his commitment to customer (client) service, Don is the successful Owner/Operator of Plumridge Air. With a keen passion for ensuring equitable access to mental health service for the Armstrong area, Don has a long history with NOSP going as far back as when ISNC was operational. Don has also served on the Board of Directors for the Armstrong Resources Development Corporation since 1993 and a long standing member of the Ontario Moose Bear Allocation Advisory Committee for 35 years.



Raymond Goodchild, Director  
**Indigenous**

As a previous member of the Canadian Forces where he received an honourable certificate of service, Raymond is currently a Social Service Worker and has an active role in Political Leadership with Pays Plat First Nation. With a passionate commitment to community health and wellness, Raymond also sits on the Dilico Anishinabek Family Care Board and Wequedong Lodge.



Valerie Newton, Director  
**Member at Large**

Bringing a wealth of knowledge and experience from the education field in teaching and counselling. Valerie retired as the Superintendent of Student Success at the Superior Greenstone District School Board in 2010. During her educational career she was also a provincial liaison and Board team leader of various educational initiatives focusing on mental health and wellness, addiction awareness and prevention, domestic and dating violence, and crisis management. In retirement, Valerie is a community volunteer and board member of various organizations including Santé Manitouwadge Health, the Breakfast Club, and her local church. She is an acrylic painter and operates her own business.



Doug Kashak, Director  
**Nipigon/Dorion/Red Rock**

Manager with the Children's Aid Society for the District of Thunder Bay for the Nipigon and Geraldton area, Doug holds a HBSW in Social Work from Lakehead University and is highly involved in youth activities in the Nipigon area spending much of his spare time coaching Hockey, acting as the Vice President for the Nipigon Elks Hockey Association and facilitator of The Jump Start program.



Beverley Goodchild, Director  
**Beardmore/Terrace Bay/Schreiber**

With a commitment to wellness, community safety and justice, Beverley is an active member of the Greenstone Victim Services Board, the Independent First Nations Ending Violence against Indigenous Women network as well as participant of the Nokiiwin's Disability network. Beverley is also employed with Animbiigoo Zaagi'igan Anishinaabek as the Holistic Wellness Coordinator.

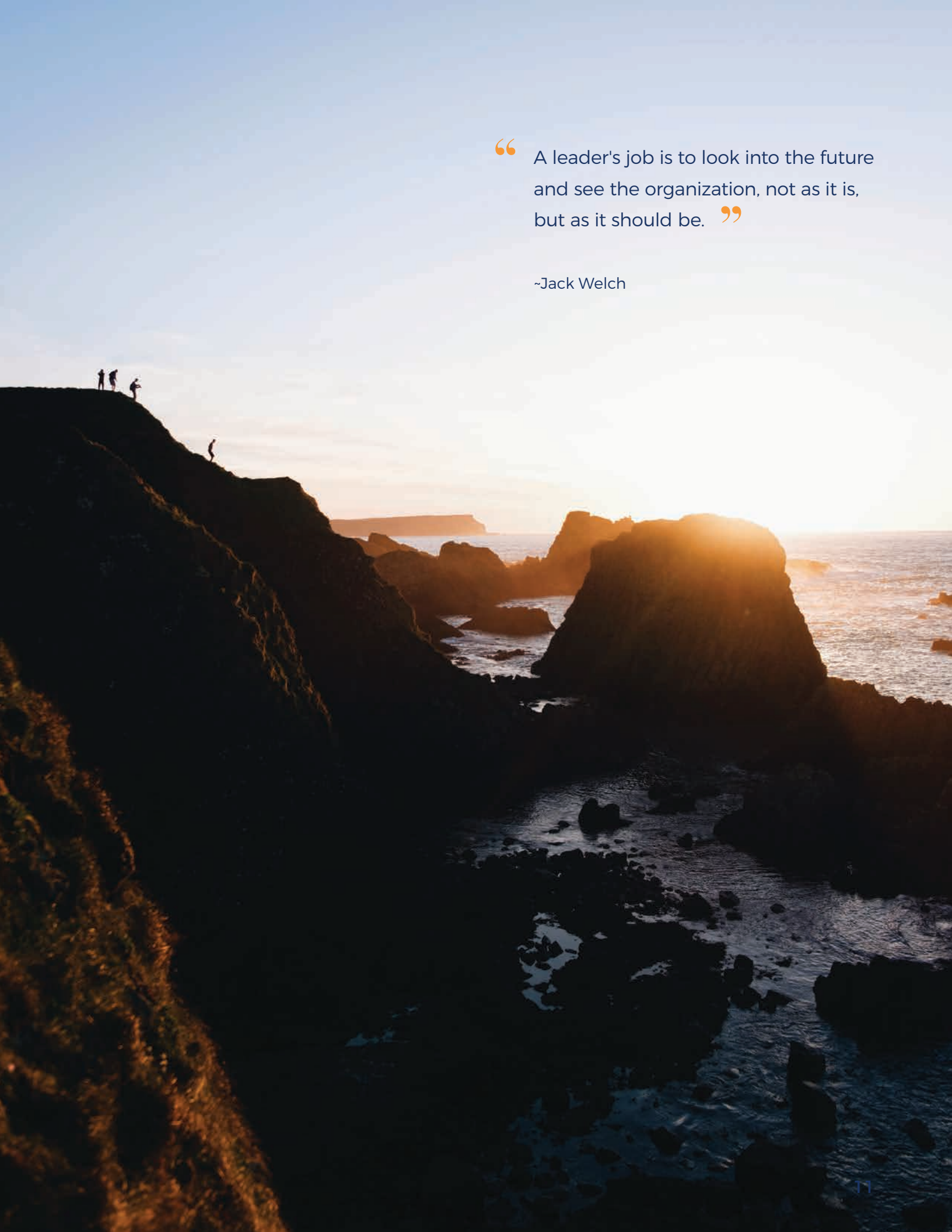


Jocelyn Bourgoin, Director  
**Manitouwadge**

Bringing diverse experience and perspective from the health, community and municipal sectors, Jocelyn is currently the President and Chief Executive Officer of Santé Manitouwadge Health. Prior to this he held positions as a Director of Community Services at Manitouwadge General Hospital, Chief of EMS/Superior North EMS, Mayor of Manitouwadge, Education Trustee, and Ambulance Manager/Paramedic at Manitouwadge Ambulance Service. Jocelyn also currently holds the Chair position with the Northwest Health Alliance Board, and is a senator with Ontario Association of Paramedic Chiefs.

“ A leader's job is to look into the future and see the organization, not as it is, but as it should be. ”

~Jack Welch







# Message From Leadership



**Armand Giguere**  
Board Chair



**Shannon Cormier**  
Executive Director

The 2017-2018 fiscal year has much to celebrate; It truly has been a significantly pivotal year for NOSP in that it not only marks the conclusion of our 2014-2017 strategic plan and the accomplishments over the last few years but also the beginning of an exciting new direction ahead.

The 2014-2017 strategic plan provided a reliable navigation system that helped guide NOSP through a perfect storm of internal and external change and transformation. The strategic directions of service excellence, strong integrated partnerships/collaborations, strengthen our voice, and build for the future provided the necessary focus needed to streamline services, shift staff morale, strengthen communication strategies within as well as with our clients, valued partners, communities and funders while also focusing on strengthening our service excellence by ensuring NOSP was meeting industry best practices through standards expected through the Accreditation process.

One of the greatest lessons learned over the last few years is “speed alone will not win the race if the wrong strategic choice is made, or if one sails in the wrong direction.” As each year has passed, NOSP has been able to become more and more focused while continually making steady headway. The 2017-2018 fiscal year had NOSP focused on moving Onward Courageously by diving deeper into the strategic directions with enhanced clarity of purpose, greater defined direction, and improving analysis and innovative momentum with client-centered care held at the core of all work and decision making.

Some examples of successful progression throughout the fiscal year include, but are not limited to:

- The Board of Directors focused on updating By-laws, increased Board education opportunities, strengthened process consistency, and met with Regional partners also responsible for service delivery in and across the District of Thunder Bay.
- Regional Managers and staff continuously worked in collaboration to ensure ongoing responsive support and counselling was provided to schools, hospitals and communities; worked in collaboration with community partners in response to tragic events, and continuously finding innovative ways to streamlining access, reducing wait times, and implementing new approaches that help to increase awareness and reduce barriers to service.

- With an ongoing commitment to making NOSP an employer of choice in the District of Thunder Bay by supporting a vibrant workplace culture, safe resilient work environment and happy healthy staff, NOSP worked on building the foundation to roll out the Guarding Minds at Work program where the initial workplace assessment rated the Agency with overall minimal concerns and relative strengths, which speaks to a tremendous improvement to overall morale that Board of Directors, Management Team and Staff have worked towards achieving over the last four years.
- With innovation and collaborative partnership as a valued key direction, NOSP joined forces with a number of partners in committees and/or projects such as, but not limited to:
  - Collaboration project with the North of Superior Healthcare Group, Marathon Family Health Team, and North Shore Family Health Team focused on community focus groups, creating an inventory of formal and informal partnerships and exploration of possible collaborative initiatives
  - Psychiatry Enhancement Pilot Project with St. Joseph's Care Group and NOSP's Psychiatry Program with Western University
  - Collaboration with Manitouwadge Family Health Team with the Chronic Pain Management Program
  - Representative member on the North West Local Health Integration Network Sub-Region Planning Table
  - Member of the Children and Youth Mental Health Planning Table
  - Member of the District of Thunder Bay Service Collaborative

As a result of choosing to move Onward Courageously, NOSP has moved beyond responding to the outside forces of the perfect storm to boldly taking a stand and moving in a direction that will be less reactionary to one that is fiercely focused on increasing awareness, capacity, and equitable access of mental health and addiction services across the lifespan for our communities within and across the NOSP Service Area. To symbolize and mark this significant shift in NOSP's journey, people will notice the logo has changed from one that appears horizontal and adrift to one that is standing upright and facing forward - strongly, and intentionally, taking a bold stand for equitable access to high quality Mental Health and Addiction services and support across the lifespan.

With this new perspective and presence, NOSP will not only continue to move Onward Courageously into the next fiscal year and strategic plan phase, but will doing so with focus on bringing light to the darkness and even louder voice for mental health and addictions across the lifespan within and across the NOSP Service Area.

**#takeaSTANDfor mentalhealth&addictions   #beboldformentalhealth**



“ Moving into the future...we will no longer reactively drift in the sea of history, inconsistency & transformation chaos but strategically choose to inform transformation, courageously create positive change and continuously strive to bring light to the darkness and voice for mental health & addictions across the lifespan within and across the District of Thunder Bay. WE are NOSP. ”







# Services across the Lifespan

## Child, Youth and Family Services

With 723 unique individuals (children/youth) served over the 2017-2018 fiscal year, NOSP provides a number of services for children, youth and families including, but not limited to:

### *Targeted Prevention*

Groups, workshops, information and education sessions

### *Brief Services*

Walk in Counselling Clinics, school based support, tragic event response support

### *Access to Specialized Services*

Rural psychology, Psychiatry with Sick Kids

### *Family Care Giver and Support*

Triple P Parenting

## What Youth Are Saying

“ It’s a good place to talk to someone, and it’s pretty casual. It is not like you are going to see a doctor.

They help you!

NOSP has helpful advice and are always there to listen.

It’s the best place to go if you need help.

Others should definitely look into going to NOSP because it is a great help. ”

# Children/Youth Services

141

Brief Service Individuals Served

416

Counselling & Therapy Individuals Served

55

Family Care Giver & Support Families Served

36

Intensive Individuals Served

647

Service Coordination Individuals Served

790

Targeted Prevention Participants in Workshops/Info Sessions

52

MCSS – Developmental Referral/Family Support

## Interesting Fact



The number of individuals served in brief service, counselling and therapy, family care giver and support, intensive services and service coordination all rated higher than the pre-set targets for the year indicating an **increasing trend of access to NOSP Services**.

# Adult Services

## Mental Health and Addictions

For clients over 18 years of age, NOSP provides a range of services that include, but are not limited to assessments, counselling, referrals to residential treatment centers, pre/post treatment support, access to specialized services and case coordination.

| PROGRAM             | Number of individuals served | Number of client visits |
|---------------------|------------------------------|-------------------------|
| Adult mental health | 921                          | 6323                    |
| Substance Abuse     | 124                          | 930                     |

## Senior Volunteer in Service (SVIS)

NOSP receives a very small amount of funding to deliver a volunteer-based friendly visiting program known as the Senior Volunteer in Service (SVIS) program. The coordinator position dedicated to SVIS remained vacant for the year despite ongoing efforts to recruit and hire someone. As such, although NOSP was able to keep the program running with the enrolled participants and existing volunteers, there was a decline in the statistics.

What we did gain throughout this challenging time was validation of how important the SVIS program for the senior citizens registered and involved with the program, and how valuable such a program is for our aging population.

NOSP is happy to report that the SVIS Coordinator position has finally been filled and will soon be back to full operation.

## Total Adults Served





# Rent Supplement/Housing Support Program

Overall, successful gains have been made in this program over the year and it's anticipated to continue its success and meet the evident, and growing need over the next fiscal year.

| 16 rent supplement Units Funded                                     | 2016-2017 | 2017-2018 |
|---|-----------|-----------|
| # of total housing clients registered in program during fiscal year | 2         | 18        |
| Discharged, no longer requiring rent supplement                     | 0         | 9         |
| Active and registered at fiscal year-end, rolling into next fiscal  | 2         | 9         |

## Psychiatry and Specialized Services

In partnership with Children's Centre Thunder Bay, Sick Kids in Toronto and the Department of Psychiatry of Western University NOSP is able to provide clients access to specialized services including psychiatry and child/youth psychology.

|   |     |
|---|-----|
| Adult Psychiatry clients  | 229 |
| Children/youth Telehealth Psychiatry Referrals and coordinated sessions | 53  |
| Child/Youth Psychology sessions   | 61  |

## 2014-2017 Strategic Plan Success Highlight

With regards to the Strategic Direction of "Strong Integrated Partnerships and Collaboration", NOSP recognizes the value and vital importance of partnerships. So much so, over the last few years there has been a growing shift from the number of informal partnerships to more formal partnerships by introducing Memorandums of Understanding or Service Agreements to ensure there will be a continuity of collaboration regardless of changes in staff or managers.

Furthermore, there has also been an increase in collaborative partnerships to form pilot projects focused on enhancing services. An example is the Psychiatry Enhancement Pilot Project with NOSP Psychiatry and St. Joseph's Care Group.

# Innovative Service Delivery through Ontario Telemedicine Network (OTN) Technology

19

Education Sessions

99

Meetings and Service Consultations

171

Specialized Services  
(Psychiatry, Psychology, Consultations)

36

Video-based Counselling Sessions

9

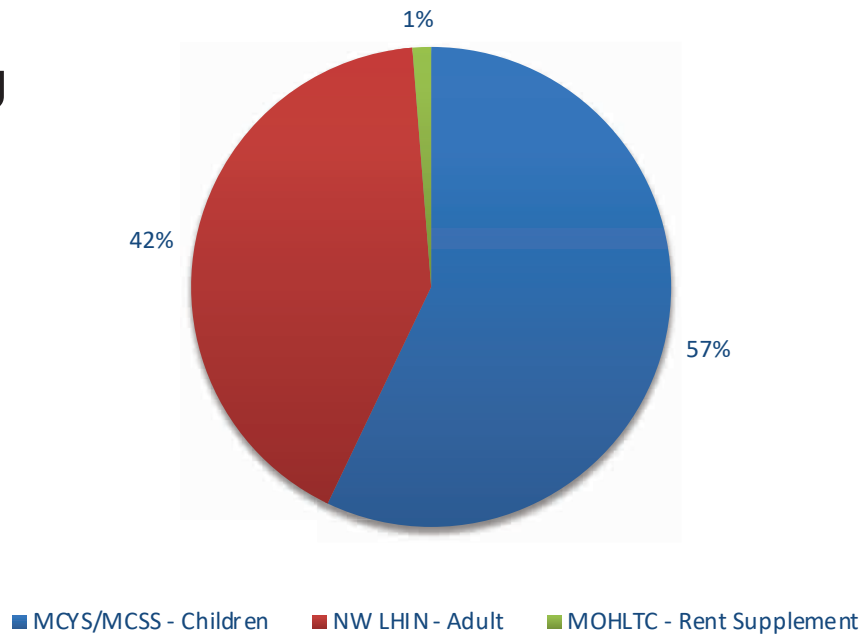
Regular Board Meetings  
(9 out of 9)

## Interesting Fact

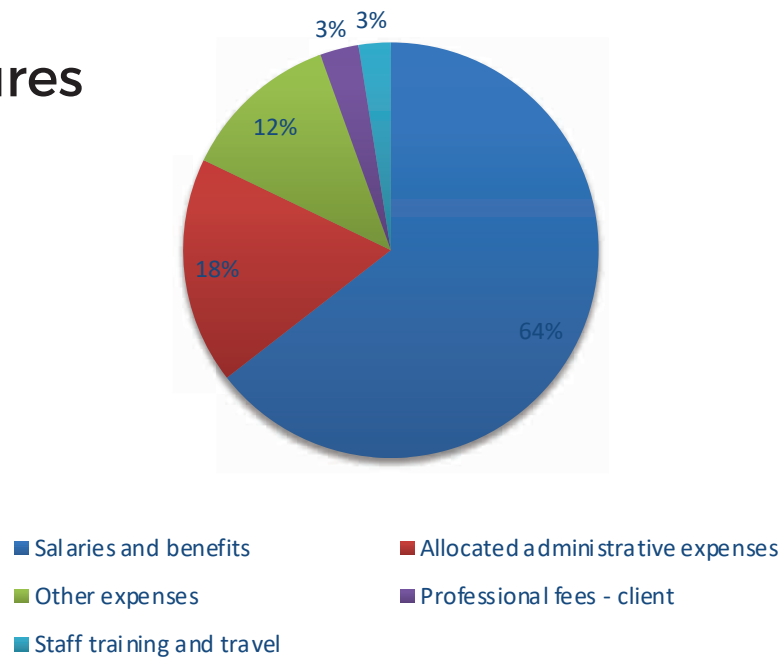
NOSP is essentially a “Virtual Agency” – with multiple offices and teams of staff spread across the District of Thunder Bay, we heavily rely on technology to not only save money by reducing travel but also to enhance (not replace) access to service while also ensuring a District voice at distant meetings, and with district engagement.

# Financial Summary

## Funding



## Expenditures





# Statement of Operations

NOSP has a service agreement with the Nipigon District Memorial Hospital to provide back office financial services and support. The following provides condensed financial information for the 2017-2018 fiscal year. Fully audited financial statements are available on the NOSP website: [www.nosp.on.ca](http://www.nosp.on.ca)

| Statement of Operations                    | MCYS/MCSS<br>Children | NW LHIN<br>Adult | MOHLTC Rent<br>Supplement | Other | 2018 Total | 2017 Total |
|--|-----------------------|------------------|---------------------------|-------|------------|------------|
|  | \$                    | \$               | \$                        | \$    | \$         | \$         |
| <b>Revenue</b>                             |                       |                  |                           |       |            |            |
| Net Ministry funding                       | 1,881,096             | 1,372,342        | 41,285                    | -     | 3,294,723  | 3,224,278  |
| Other revenue                              | -                     | -                | -                         | 1,034 | 1,034      | 4,600      |
|  | 1,881,096             | 1,372,342        | 41,285                    | 1,034 | 3,295,757  | 3,229,698  |
| <b>Expenditures</b>                        |                       |                  |                           |       |            |            |
| Salaries and Benefits                      | 1,275,177             | 849,154          | -                         | -     | 2,124,331  | 2,114,982  |
| Allocated administrative expenses          | 257,399               | 324,367          | -                         | -     | 581,766    | 541,714    |
| Other expenses                             | 301,586               | 64,296           | 41,285                    | -     | 407,167    | 427,084    |
| Professional fees - client                 | -                     | 99,065           | -                         | -     | 99,065     | 72,668     |
| Staff training and travel                  | 46,934                | 35,460           | -                         | -     | 82,394     | 72,430     |
|  | 1,881,096             | 1,372,342        | 41,285                    | -     | 3,294,723  | 3,228,878  |
| <b>Excess of revenue over expenditures</b> | -                     | -                | -                         | 1,034 | 1,034      | 820        |



# NOSP Staff







## Honouring Our Staff

### *1 Year of Service*

Stephanie Cossette  
Alexandra Gagnon  
Krista McCooyee  
Jessica McMillan  
Valerie Richards  
Hailey Watson

### *5 Years of Service*

Lori Christensen

### *Retirement*

Annie Wenger Nabigon (May 2017)  
Neil Sheach (May 2017)  
Micheline Assad (July 2017)

The 2014-2017 Strategic Plan has brought together a lot of pieces that were once inconsistent, fragmented and divided – over the last few years a lot of work has occurred to ‘turn the ship around’ and create a strong web of consistency, cohesion and shared vision among the Board of Directors, the Management Team and Staff. This has created not only a strong unbreakable web, but also a CREW that has proven to have strength, resilience and commitment beyond measure, which has given NOSP’s vision life with healthy people, resilience and a vibrancy this agency has not had for a long time. We are grateful for the 2014-2017 Strategic Plan and we are even more excited for the days ahead!

# Client Feedback Testimonials

So thankful to have such a service in our community, staff is excellent and supportive

I would describe NOSP as one of the best services I've ever had access to

It definitely is worth coming, so helpful to have a friendly ear

A valuable resource to our community for treatment in mental health


Very friendly, helpful, welcoming environment

I would encourage people to reach out and make an appointment. Counsellors are very easy to talk to and it was an extremely helpful experience for me

I would describe NOSP as supportive, caring, understanding.... I am very happy there is a service such as this. Thank you for all the great support I've received.

I've recommended services to clients, friends and family

Very friendly and non-threatening; came to my house because it was difficult for us to come to the office



(My counsellor) is approachable and very knowledgeable as well if services cannot be provided; she will direct you to the appropriate people to assist

I frequently refer others to NOSP, letting everyone know how much the services have helped me

Very helpful and accessible, thank you!

Pro-active, thought provoking, positive, reliable services

Friendly, helpful, confidential, highly recommend wonderful programs and workers

NOSP is a great place to go, the staff are caring, helpful and always willing to help

It's hard to open up at first but once you start it's the best thing you can do for yourself

Great support/counselling program – helps me cope knowing I have their support when I need it

Helpful skills and tools, as well as guidance towards goals





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121 Forestry Rd.  
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**Nipigon**

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**Manitouwadge**

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Manitouwadge, ON P0T 2C0

**Marathon**

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**Armstrong**

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**Schreiber**

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# MIIGWECH MERCI THANK YOU

NOSP Board of Directors, Management and Staff gratefully acknowledge  
funding provided by:





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